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ABSTRACT

This document presents skill standards for library technicians. Introductory sections describe the industry and the job, what skill standards are, how the library technician skill standards were developed, employability skills and critical competencies, and the SCANS (Secretary's Commission on Achieving Necessary Skills) foundation skills profile. Performance indicators, technical knowledge, and employability skills for library technicians are then outlined in the following areas: (1) perform public services, including shelve materials, perform interlibrary loan services, provide reference services, circulate materials, prepare overdue notices, provide general information to patrons, maintain patron information, demonstrate use of equipment, and deal with disruptive behaviors and emergencies; (2) provide technical services, including order materials, perform receiving, process materials, catalog materials, repair print materials, repair and maintain non-print materials, maintain serials, maintain government documents collection, take inventory, maintain supplies, and preserve and/or archive materials; and (3) provide administrative support, including supervise volunteers and students, handle cash, provide clerical support, repair and maintain equipment, process invoices, compile statistics, and participate in team interviews. (MES)

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Library Technician Skill Standards

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Project Staff and Volunteers

Staff

Edward Command, Ed.D.	President
Jack Bermingham, Ph.D.	Vice President
Robert Eley, Ed D.	Dean of Instruction for Occupational Programs
Marie Zimmermann	Dean of Technical Services
Anthony Wilson	Library Technician Program Coordinator
Jill Childs	Project Manager
Margaret Hunsperger	Office Assistant
Donna Lynne	Recorder

Steering Committee and Laurie Wilson	**Technical Writing and Editing**
Kristin Baldwin	**Designer**
Highline Community College Printing Program	**Printer**

Volunteers

Steering Committee

Pier David, Clover Park Technical College
Tru Doolittle, Lake Washington Technical College
Trish Camozzi-Ekberg, Special Libraries Association, Pacific Northwest Chapter
Martha Parsons, Washington Library Employees Association
Mary Ann Weber, American Association of Law Libraries, Law Librarians of Puget Sound Chapter
Vickie Lutz, Washington Public School Classified Employees Joint Apprenticeship Training Committee
Don Carlson, Washington Public School Classified Employees Joint Apprenticeship Training Committee
Tim Busch, Washington Public School Classified Employees Joint Apprenticeship Training Committee
Sue Bradley, Spokane Falls Community College
Sue Cowan, Washington State Library

Focus Group

Maurene Stapel, Auburn School District
Patty Johnson, Tahoma School District
Denise Streitenberger, Tahoma School District
Richard Jost, Gallagher Law Library
Mike Madin, Gallagher Law Library
Judith King, Microsoft
Siggy Johnson, The Boeing Company, Renton Technical Library
Susan Odencrantz, Tacoma Public Library
Ingrid Maksirisombat, Plantree Health Library, Highline Community Hospital
Debbie Maxon, Empire Health Services, Health Information Center
Janet Lyon, Pend Oreille County Library
Becky Hester, Pierce County Library
Carol Estep, Rainier School
Shan Forsberg, Monroe High School
Karin Sammons, Renton School District
Michele Edwards, Monroe High School

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Introduction

The purpose of the development of Library Technician Skill Standards is to identify the knowledge, technical skills, competencies, and abilities that an individual needs to be successful as a Library Technician. The goal is for these standards to be used by educators to develop curriculum that will effectively prepare workers for the workplace. Industry-based curriculum development is essential to the ever-changing library field, and input was received from all types of libraries. Well-trained Library Technicians must be prepared to deal with technological advances and be able to make valuable contributions in whatever library they work.

Highline Community College initiated this process in response to a request from K-12 employees for training for employees working in school library settings. Represented by Washington Public Schools Classified Employees Joint Apprenticeship Training Committee (JATC), this group, along with representatives from the College, agreed that Highline would offer related training if approved by the State Board for Community and Technical Colleges (SBCTC) as well as the Washington State Apprenticeship Training Council (WSATC). A requirement in the process toward WSATC approval included identification of critical work functions and key activities. The development of Skill Standards for Library Technicians as identified in this document met this requirement, and a Library Technician Apprenticeship training program was approved.

These Skill Standards were developed through a partnership of educators, Library Technician program instructors, and professional and paraprofessional library staff from a variety of types and sizes of libraries throughout Washington state. Effort was made to include workplace competencies that are readily transferable to many employment situations. These standards may be useful to employers in establishing job classifications, and as guidelines for personal and professional development. In addition, training institutions could create an assessment of the Skill Standards to develop or modify curriculum.

This project began with the formation of a Steering Committee including representatives from education and the library industry. SCANS skills surveys, which identify academic and foundational skills, were completed by a sampling of library staff around Washington state. The main source of library-specific input was from a two-day facilitated focus group workshop. The workshop participants, who represented a wide range of libraries from throughout Washington state, outlined the Library Technician job by listing the critical work functions, key activities, performance indicators, technical knowledge, and employability skills. The results were then sent to library staff statewide for validation. Librarians and Library Technicians reviewed and ranked each function and activity on its level of importance. Results of the ratings were analyzed and incorporated in the following pages.

The Steering Committee, noted on the preceding Project Staff and Volunteers page, was paramount in providing expertise, guidance, and support to this Skill Standards development project.

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A Continuous Process

The experience of the partners involved in this project holds that the success of any Skill Standards project is critically linked to the full participation and commitment of all partners.
Common goal: to develop skilled technicians utilizing Skill Standards as the foundation to develop consistent curriculum.

Skill Issues

- Foundation Skills
- Task Analysis
- Performance Criteria
- Technical Skills
- Economic Value
- Personal Abilities
- Research
- Focus Groups
- Validation
- Outcomes
- Prior Projects

SKILLED PROFESSIONAL

- Skill Standards
- Curriculum Development
- Economic Value
- Research
- Outcomes
- Competencies
- Recruitment and Retention
- Accreditation
- Articulation

Educational Issues

Professional Issues

- Quality Education Issues
- Credentialing
- Public Utilization
- Economic Value
- Outcomes
- Research
- Licensing
- Continuing Education
- Future Trends

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The Industry and the Job

Library Definition:

A library is where print and nonprint materials including electronic, digital, and multimedia resources are acquired, organized, and made available to library users. There are many different types and sizes of libraries. Most fall into the following categories: Academic, Government, Public, School, or Special.

Library Technician Job Definition:

The job of a Library Technician can vary greatly depending on the type and size of library, but generally they assist librarians in acquiring, preparing, and organizing library materials. Another important role for many Library Technicians is helping library users find and use information.

While the title of Library Technician generally refers to those with specific technical skills, there are other titles in the field that may be used to describe the same level of work, including Library Clerk, Library Assistant, Library Technical Assistant, and many others that include the area of specialization. They are also often referred to generically as library paraprofessionals or library support staff.

This job includes:

- Providing Public Services, such as shelving, circulating materials, interlibrary loans, etc.
- Providing Technical Services, such as acquiring resources, cataloging, repairing materials, processing serials, etc.
- Providing Administrative Support, such as supervising volunteers, providing clerical support, compiling statistics, etc.

About the Library Field:

Libraries have existed for thousands of years, but new technologies are affecting the way libraries do business. Rapid changes are making it necessary for library staff to keep up with and effectively use these tools. These changes provide challenges and opportunities for both professionals and paraprofessionals who work in libraries.

Traditional library materials and services do still exist. Library users may walk into a library and find print materials to borrow, or ask a reference librarian for assistance in finding information. But it is becoming rare to find a library that still has a card catalog. Most libraries now have computerized public access catalogs. This is just one area where technological change is visible to the library user. In addition, they are most likely seeing changes in the way they check out materials and in the way that overdue materials are monitored. Library users now commonly have access to electronic indexes and journals, the Internet, and/or word processing software.

The changes that the library user may see are just the tip of the iceberg for library staff. From administrators to librarians and paraprofessional staff, technological changes are having an impact on decisions and processes. Administrators and librarians are making decisions on such things as computer hardware and software, Internet access policies, and electronic vs. print resources. Library staff are learning how to use new hardware, software, and new resources. They are also helping to formulate and share Internet access policies with library users, while at the same time adapting to new work processes and work flows.

Libraries and library staff must be flexible in adapting to changing work environments and be committed to acquiring and learning new technologies. Libraries are at a crossroads; they must adjust their traditional values and services to the new information age. There are enormous opportunities in libraries for individuals who are willing to learn, are dedicated to customer service, and believe in libraries as a starting point for lifelong learning.

Quote from the 1998-99 Occupational Outlook Handbook:
"The traditional concept of a library is being redefined, from a place to access paper records or books, to one which also houses the most advanced mediums, including CD-ROM, the Internet, virtual libraries, and remote access to a wide range of resources."

What Are Skill Standards?

Skill Standards are a set of performance specifications that identify the knowledge, skills, and abilities an individual needs to succeed in the workplace. Skill Standards are developed to help:

- Employers boost quality and productivity in the workplace, realize a positive return on their investments in training, and hire and retain skilled workers.
- Employees or job seekers understand what is needed to be successful, communicate skills to employers, make better training decisions, and attain high performance levels.
- Educators and trainers understand the skills needed by workers, develop appropriate curriculum and programs, and provide students with realistic career advice.

How Library Technician Skill Standards Were Developed

The development of the Library Technician Skill Standards followed a reliable process defined by the Washington State Board for Community and Technical Colleges (SBCTC). First, the project coordinator attempted to locate any similar work in process or completed by other groups working on Library Technician Skill Standards. Next, a steering committee, comprised of representatives from technical and community colleges, Public School Classified Employees of Washington Joint Apprenticeship Training Committee, and several library associations, was formed to provide their expertise to oversee the development of the Skill Standards and to publish those findings.

Skill Standards Identification

During a two-day facilitated workshop, a focus group clarified the Library Technician job by identifying the critical work functions and key activities, technical knowledge, skills, abilities, and performance indicators required. The 16 focus group participants were selected based on the following criteria: type of institution (educational institution, public sector, corporation, or medical or legal institution), size of institution, and location (within Washington state.)

Foundation Skills Identification

While the Skill Standards identification process was under way, a survey was conducted to determine the employability skills, basic skills, and workplace competencies required for the job of a Library Technician. The foundation skills are based on broad categories known as SCANS (*Secretary's Commission on Achieving Necessary Skills*, U.S. Department of Labor). A survey instrument created by Advance Educational Spectrum, Inc. (called ADVANCE Workplace Standards Skill Inventory) was completed by a sample of Library Technicians in Washington state. Library professionals and paraprofessionals were asked to select the level of difficulty of each skill as it applied to a Library Technician. Level 1 would be a very basic level of competency in a category, and level 5 would be a high level of competency.

Validation of Findings

Another survey was conducted to validate the critical work functions and key activities identified by participants during the two-day focus group. This survey was mailed to all schools in Washington state, to all libraries listed in the Directory of Washington State Libraries, and to the membership of the Washington Association of Library Employees (WALE) and the Highline Association of Library Technicians (HALT). Two thousand six hundred surveys here were mailed, with over 30 percent returned for analysis. (See report on page 7)

Skill Standards to Curriculum

The Skill Standards generated from this project may be used by educational institutions offering Library Technician programs to develop or modify curriculum. In order to keep current with a changing industry, Skill Standards development is an ongoing process. Input from advisory committees, graduates, and employers will help keep the Skill Standards up to date. In turn, curriculum manuals, lesson plans, and course syllabi can be updated as the Skill Standards change.

Validation Survey Report

The critical work functions and key activities developed during the two-day focus group were reviewed and rated by members of the library profession throughout the state of Washington. A validation survey instrument was developed that asked respondents to compare the value of each critical work function to each other one and each key activity to its function.

The validation survey was mailed to 2618 addresses broken down as follows:

1843 Washington School Librarians K-12

130 WALE (Washington Association of Library Employees)

145 HALT (Highline Association of Library Technicians)

500 (approx.) Washington State Library List including Public, Academic, Corporate, Government, Special-Medical, Law

Because of the large number of mailings addressed to School Libraries, the survey was separated into two categories. One category was "Schools Only", and the second was categorized as "All Other", which comprised all other libraries including Public, Academic, Corporate, Government, Special-Medical, and Law. This was done to determine if the survey would identify any substantial differences and so as not to weight the survey to school libraries only.

Thirty-seven percent of the "Schools Only" surveys were returned completed, and a 28 percent response was received from the "All Other" category. The majority of respondents were from the Puget Sound region, with a good sampling from around the state.

In accordance with the process, a rating of 2 or more is considered a key activity. Upon analysis, *Maintain government document collection* and *Preserve and/or archive materials* were both rated as a key activity for "All Other" libraries and yet, "Schools Only" library responses rated them below a 2, or not important. "Schools Only" also rated *Provide interlibrary loan services* and *Participate in team interviews* below a 2, therefore not recognized as a key activity by this group.

Additionally, there were noticeable differences in the degree of importance of some tasks rated by respondents, but not significant differences. The charts on pages 14, 20 and 27 show those differences.

Summary of Job Functions

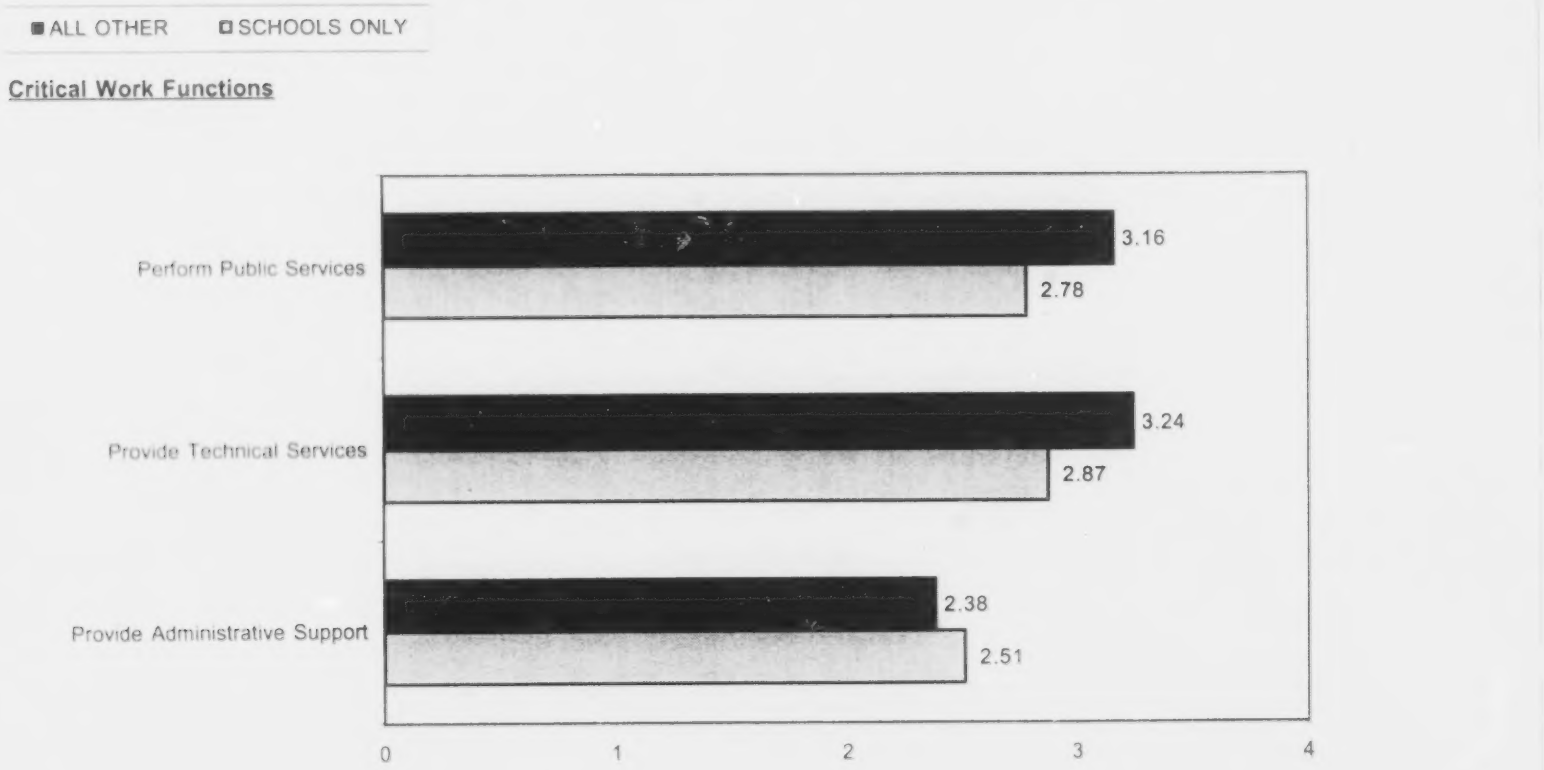
A. Perform Public Services
- A1. Shelve materials
- A2. Perform interlibrary loan services
- A3. Provide reference services
- A4. Circulate materials (print and nonprint)
- A5. Prepare overdue notices
- A6. Provide general information to patrons
- A7. Maintain patron information
- A8. Demonstrate use of equipment
- A9. Deal with disruptive behaviors and emergencies

B. Provide Technical Services
- B1. Order materials
- B2. Perform receiving
- B3. Process materials
- B4. Catalog materials
- B5. Repair print materials
- B6. Repair and maintain nonprint materials
- B7. Maintain serials
- B8. Maintain government document collection
- B9. Take inventory
- B10. Maintain supplies
- B11. Preserve and/or archive materials

C. Provide Administrative Support
- C1. Supervise volunteers and students
- C2. Handle cash
- C3. Provide clerical support
- C4. Repair and maintain equipment
- C5. Process invoices
- C6. Compile statistics
- C7. Participate in team interviews

Comparative Critical Work Functions

(From the validation survey results)



Employability Skills and Critical Competencies

During the data-gathering process of this project, employability skills for Library Technician careers were identified. Foundation or workplace skills are basic academic and employability skills needed to build more advanced competencies. The employability skills are based on broad workplace categories, known as SCANS (*Secretary's Commission on Achieving Necessary Skills*, U.S. Department of Labor). SCANS is comprised of a three-part foundation of skills, personal qualities, and five workplace competencies needed for successful job performance in today's workforce:

Foundation Skills

Competent workers in the workplace need:
- Basic skills (reading, writing, arithmetic, etc.)
- Thinking skills
- Personal qualities

Workplace Competencies

Effective workers can productively use:
- Resources
- Interpersonal skills
- Information
- Systems
- Technology

The *ADVANCE*™ Workplace Standards Skill Inventory from Advance Educational Spectrums, Inc., was used to capture industry views on foundation skills for workers. Industry professionals ranked the SCANS skill levels required for Library Technicians. Taking an average of the profiles created the information in the graphic on the following pages. This summary information provided a general view of the key employability skills deemed relevant and necessary for the entry-level Library Technician.

Foundation Skills (SCANS) Profile - Library Technican

Foundation Skills and Personal Qualities	0	1	2	3	4	5	Critical Competencies
Basic Skills							
Demonstrates Effective Reading Strategies							Proves, qualifies, analyzes, interprets, and summarizes information
Demonstrates Effective Writing Strategies							Composes and edits documents for appropriate audience and purpose
Applies Arithmetic Processes							Performs basic computations and interprets numerical data
Applies Mathematics Processes							Records results and summarizes mathematical data
Demonstrates Effective Listening Skills							Responds to verbal/nonverbal communication and relates intent to desired result
Demonstrates Effective Speaking Skills							Presents basic ideas and information and actively participates in discussion
Thinking Skills							
Applies Creative Thinking/Generates Ideas							Develops and applies creative solutions to new situations
Applies Decision Making Strategies							Analyzes situation and considers risks, implications, and multiple viewpoints
Recognizes and Solves Problems							Analyzes possible causes/reasons and recommends action plan
Demonstrates Visualization							Uses imagination to visualize activities and interprets charts/symbols/pictures
Knows How to Learn							Selects, interprets and applies knowledge and experience
Applies Reasoning Skills							Analyzes logic/principle and examines information for relevance and accuracy
Personal Qualities							
Demonstrates Responsibility							Monitors performance standards and follows through on assigned tasks
Demonstrates Belief in Self-Worth							Accepts responsibility for own behavior and understands own impact on others
Demonstrates Sociability in Groups							Works to identify and encourages cooperation/negotiation
Demonstrates Self-Management							Sets well-defined goals and aggressively pursues goal attainment
Demonstrates Integrity/Honesty							Responsibly challenges unethical practices/decisions
Management of Time and Resources							
Manages Time							Adjusts schedule as required and prioritizes daily tasks/schedule
Manages Money							Maintains balanced accounts
Manages Materials/Facilities							Acquires/distributes supplies/equipment and maintains inventory
Manages Human Resources							Analyzes work assignments and delegates responsibilities

Foundation Skills and Personal Qualities	0	1	2	3	4	5	Critical Competencies
Management and Use of Information							
Acquires/Evaluates Information							Selects, identifies, analyzes, and integrates multiple items of data
Organizes/Maintains Information							Interprets, analyzes, and transfers information between formats
Interprets/Communicates Information							Understands and interprets information and prepares basic summaries/reports
Uses Computers to Process Information							Interprets data, integrates multiple platforms, and modifies/edits information
Interpersonal Skills							
Participates as Team Member							Works to improve team skills and encourages/supports team members
Teaches Others							Models proper performance and provides constructive feedback/reinforcement
Serves Customers							Makes exceptional effort on behalf of customer
Exhibits Leadership							Demonstrates commitment to excellence and interprets positions on issues
Negotiates Agreements							Moderates discussion, demonstrates composure, and interprets concerns
Works with Diversity							Recognizes/supports the value of diversity and encourages individuality
Understanding and Management of Systems							
Understands System							Analyzes system principles/terminology and responds to system demand
Monitors/Corrects System Performance							Identifies discrepancies and troubleshoots system malfunction/failure
Improves/Designs Systems							Suggests system modifications and improvements
Use of Technology							
Selects Appropriate Technology							Analyzes task/technology relationship and proposes technological solutions
Applies Technology to Task							Understands operation/interaction and analyzes technology output
Maintains/Troubleshoots Technology							Identifies symptoms and troubleshoots failures

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About Skill Standards

Each chart contains the following five components:

Critical Work Function
Critical work functions represent the general areas of responsibility for Library Technicians. The functions tell us what must be done to achieve the key purpose of an occupation.

Key Activity
Key activities are duties related to the functional area of the career cluster. Key activities are a listing of the tasks performed by workers in a given occupation. The question was asked, "What are the key activities needed to perform each function?"

A key activity is made up of measurable and observable work activities, which end in a product, service, or decision. It has a definite beginning and end.

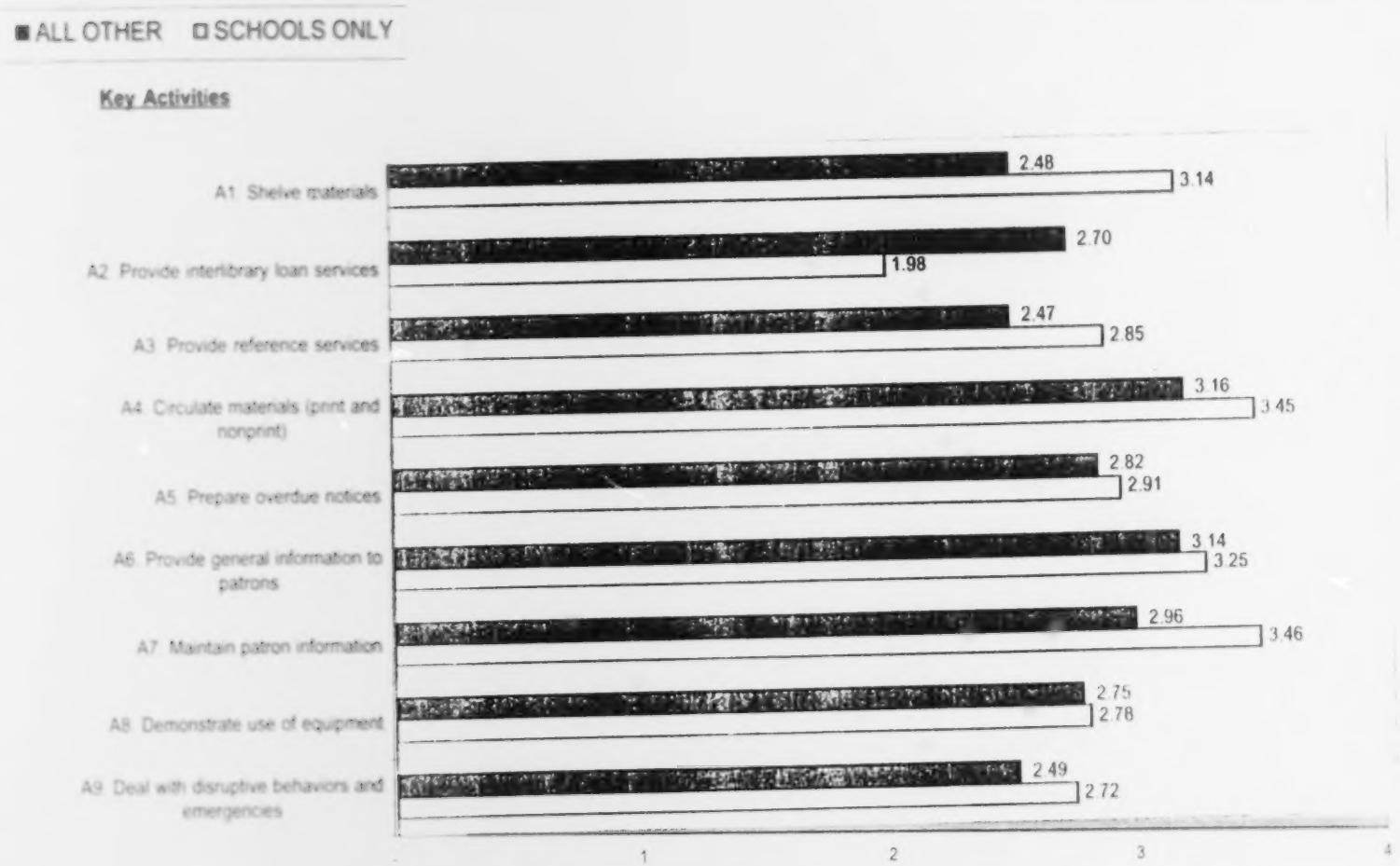
Performance Indicators for Each Task
Performance indicators are specific behavioral evidence of a worker's achievement of skills, knowledge, and tasks. The critical work functions and key activities begin to reflect a picture of work requirements in each occupation, but that is not enough. The question that needs to be answered is: "How do we know when this task is performed well?"

Technical Skills, Knowledge, Abilities, and Tools
Technical skills, knowledge, and abilities, including the use of tools, are those areas of expertise our workers must have in order to perform a given occupational task with excellence.

Employability Skills
Employability skills are basic academic and foundation skills that are needed to build more advanced competencies. Employability skills are competencies required by workers in order to obtain meaningful work and participate in the modern workforce. They fall into the categories of basic skills, thinking skills, and personal qualities.

Critical Work Function A: Perform Public Services

(From the validation survey results)



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Occupation Cluster: ***Library Technician***

Critical Work Function A: ***Perform Public Services***

Key Activities	*Performance Indicators* How do we know when the task is performed well?	*Technical Knowledge* Skills, Abilities, Tools	*Employability Skills* Foundational Abilities
Shelve materials A-1	• Materials are shelved in the correct location in a timely manner. • During shelving, shelves are straightened and read. • During shelving, materials are checked for condition. • Materials that are substandard in terms of physical condition are referred to appropriate departments or personnel. • Appropriate customer service techniques are employed as needed. • Shelving is performed safely in accordance with all applicable laws and regulations and library policies and procedures.	• Knowledge of classification systems, library terminology, and alphanumeric and chronological systems. • Knowledge of library collections and subcollections and their location. • Knowledge of material condition standards and library rules of filing. • Knowledge of library departments and personnel roles. • Ability to discern when to refer questions to librarians. • Knowledge of safety laws and procedures.	• Ability to analyze system principles/terminology and respond to system demand. • Ability to efficiently manage time, adjust schedule as required by supervisor, and prioritize daily tasks. • Ability to identify process and interpret, analyze, and transfer information between formats. • Ability to select appropriate information, identify relevant details, follow instructions, and interpret and summarize information. • Ability to draw upon, select, interpret, and apply new knowledge and experience.
Perform interlibrary loan services A-2	• Requests are fulfilled in a timely manner. • Costs to patron are minimized. • Lending and borrowing records are kept and tracked accurately and legibly. • Appropriate customer service techniques are employed as needed. • Interlibrary loan services are performed in accordance with current copyright laws. • Confidentiality of patron records is maintained. • Relationships with key lending libraries are maintained.	• Knowledge of databases such as *WLN, OCLC, RLIN,* and *DOCLINE.* • Knowledge of other library systems and their procedures. • Ability to minimize costs involved in doing an interlibrary loan. • Knowledge of internal circulation and record keeping systems, library operations, and copyright laws and record keeping requirements. • Knowledge of confidentiality laws, regulations, policies, and ethics regarding libraries and materials.	• Ability to address audience/purpose and present basic ideas/information. • Ability to demonstrate sensitivity to customer concerns/interests. • Ability to select, identify, analyze, and integrate multiple items of data. • Ability to understand computer operation, interpret data, integrate multiple platforms, and modify/edit information. • Ability to know available technology and analyze task/technology relationship.

Occupation Cluster: **Library Technician**

Critical Work Function A: **Perform Public Services**

Key Activities	*Performance Indicators* How do we know when the task is performed well?	*Technical Knowledge* Skills, Abilities, Tools	*Employability Skills* Foundational Abilities
Provide reference services A-3	• Appropriate customer service techniques are employed as needed. • Confidentiality of patron requests is maintained. • Complete and full patron interview is performed. • Library resources are efficiently utilized to answer patron questions. • Where applicable, questions are referred to appropriate personnel and/or another library or institution. • Patrons are trained in a cordial manner regarding the use of library resources. • Where applicable, Library Technicians work effectively in teams.	• Knowledge of library collection and library departments and personnel roles. • Knowledge of patron interview techniques and requirements and the ability to carry out the interview. • Knowledge of confidentiality laws, regulations, policies, and ethics. • Knowledge of and ability to utilize sources of information such as on-line catalog, directories, CD-ROM, and on-line information resources, and print sources. • Ability to evaluate resources relative to patron needs. • Ability to discern when to refer questions to librarians, in particular, medical and legal questions.	• Ability to apply and analyze logic/rule/principle and examine information/data for relevance and accuracy. • Ability to understand computer operation, interpret data, integrate multiple platforms, and modify/edit information. • Ability to address audience/purpose and present basic ideas/information. • Ability to listen attentively, respond to verbal/nonverbal communication, and relate intent to desired results. • Ability to demonstrate sensitivity to customer concerns/interests and make exceptional effort on behalf of customer. • Ability to show understanding/empathy for others and work to identify, encourage cooperation/negotiation.

Occupation Cluster: **Library Technician**
Critical Work Function A: **Perform Public Services**

Key Activities	**Performance Indicators** How do we know when the task is performed well?	**Technical Knowledge** Skills, Abilities, Tools	**Employability Skills** Foundational Abilities
Circulate materials (print and nonprint) A-4	• Confidentiality of patron records is maintained. • Materials are correctly and accurately circulated in accordance with library policies and procedures. • Library cards are issued and fines and fees are collected accurately and in accordance with library policies and procedures. • Materials are checked to insure they meet condition standards and when appropriate are referred to appropriate personnel and/or departments. • Library policies and procedures are clearly explained to the public, and appropriate customer service techniques are employed as needed. • Where applicable, the theft detection system is operated and responded to appropriately. • Where applicable, Library Technicians work effectively in teams.	• Knowledge of confidentiality laws, regulations, policies, and ethics, and laws regarding searches and detention of patrons. • Knowledge of library policies and procedures regarding circulation, issuance of library cards, and collection of fines and fees. • Knowledge of library terminology and condition standards for materials. • Knowledge of institution departments, personnel roles, and theft detection system operation and procedures. • Knowledge of circulation software systems such as *DRA, Dynix, Library.solutions, Follett, CARL,* and *Innovative.*	• Ability to understand computer operation, interpret data, integrate multiple platforms, and modify/edit information. • Ability to understand and interpret information and prepare basic summaries/reports. • Ability to set well-defined /realistic goals and aggressively pursue goal attainment. • Ability to understand operation/interaction, manipulate technology for desired results, and analyze technology output. • Ability to demonstrate sensitivity to customer concerns/interests and make exceptional effort on behalf of customer.
Prepare overdue notices A-5	• Shelves are checked to insure that materials are not on the shelves before notices are issued. • Notices are issued completely, accurately, and in a timely manner and in accordance with institution procedures. • Confidentiality regarding overdue notices is maintained. • Returned notices are properly followed up.	• Ability to read the shelf. • Knowledge of circulation software systems. • Knowledge of institution procedures regarding overdue notices and follow-up. • Knowledge of confidentiality laws, policies, and ethics regarding overdue notices. • Knowledge of and ability to apply customer service techniques to overdue notice follow-up.	• Ability to efficiently manage time, adjust schedule as required by supervisor, and prioritize daily tasks. • Ability to interpret data, integrate multiple platforms, and modify/edit information. • Ability to work with minimal supervision, pay attention to detail, and follow up on assigned tasks. • Ability to understand and appropriately refer complaint/ discrepancy and recommend action plan. • Ability to manipulate technology for desired results and analyze technology output.

Occupation Cluster: ***Library Technician***

Critical Work Function A: ***Perform Public Services***

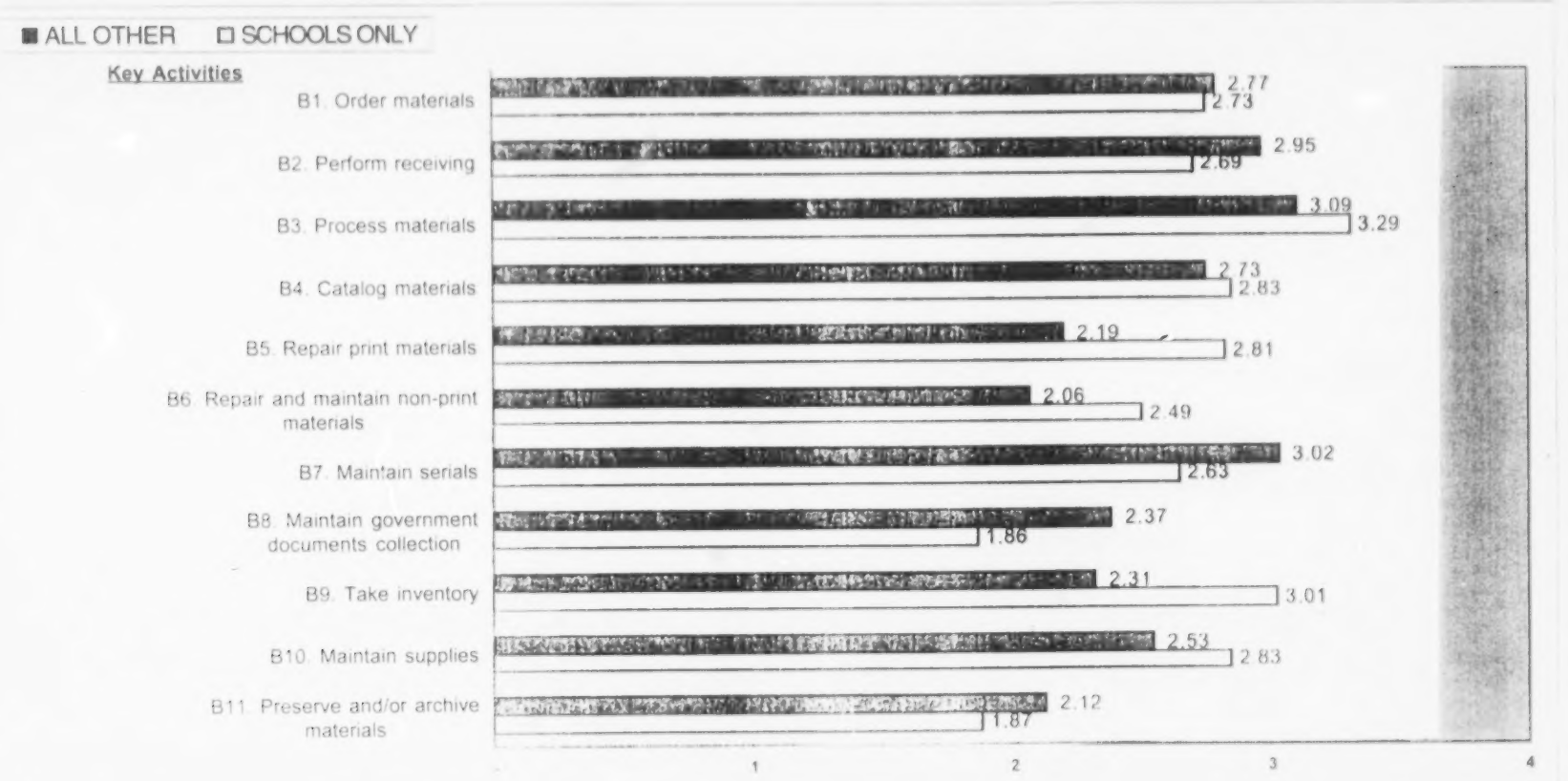
Key Activities	*Performance Indicators* How do we know when the task is performed well?	*Technical Knowledge* Skills, Abilities, Tools	*Employability Skills* Foundational Abilities
Provide general information to patrons A-6	• Appropriate customer service techniques are employed as needed. • Accurate information regarding institution policies, procedures, and resources is provided to patrons. • Patrons are trained in a cordial manner regarding the use of library equipment, facilities, and resources.	• Knowledge of institution policies and procedures. • Knowledge of library equipment, facilities, resources, and safety requirements. • Knowledge of community geography, agencies, and resources. • Knowledge of other libraries and library systems and how to contact them.	• Ability to address audience/purpose and present basic ideas/information. • Ability to demonstrate sensitivity to customer concerns/interests. • Ability to show understanding/empathy for others and work to identify and encourage cooperation/negotiation. • Ability to apply/analyze logic/rule/principle and examine information/data for relevance and accuracy. • Ability to recognize the value of diversity and encourage/support individuality.
Maintain patron information A-7	• Patron information is entered into the system and updated accurately and legibly in a timely manner. • Confidentiality of the patron records is maintained. • Appropriate identification is reviewed in accordance with institution policies. • Appropriate customer service techniques are employed as needed.	• Knowledge of and ability to apply customer service techniques regarding maintenance of patron information. • Knowledge of confidentiality laws, policies, and ethics regarding patron records. • Knowledge of library policies regarding acceptable identification for access to the library and/or obtaining a library card.	• Ability to recognize ethical issues and responsibly challenge unethical practices/decisions. • Ability to understand computer operation, interpret data, integrate multiple platforms, and modify/edit information. • Ability to record information accurately and compose/edit correspondence and documents. • Ability to select, identify, analyze, and integrate multiple items of data. • Ability to work with minimal supervision, pay attention to detail, and follow up on assigned tasks.

Occupation Cluster: ***Library Technician***
Critical Work Function A: ***Perform Public Services***

Key Activities	*Performance Indicators* How do we know when the task is performed well?	*Technical Knowledge* Skills, Abilities, Tools	*Employability Skills* Foundational Abilities
Demonstrate use of equipment A-8	• Accurate information regarding the proper and safe use of equipment is clearly explained. • Appropriate customer service techniques are employed as needed. • Patrons are able to use the equipment based on the demonstration. • Prior to demonstration, the equipment is checked for proper operation. • Minor adjustments are made to equipment as needed for continuous operation utilizing effective troubleshooting techniques.	• Knowledge of and ability to operate equipment such as copy machine, fax machine, microform readers and printers, change machines, printers, VCR, computers, overhead projectors, video recorders, computer projection devices, microphones, laminator, computer photo device, laser discs, and scanners. • Knowledge of safety rules and requirements. • Knowledge of minor repair and maintenance techniques for equipment. • Knowledge of safe handling of equipment.	• Ability to identify symptoms and troubleshoot failures. • Ability to model proper performance/attitude and provide constructive feedback/reinforcement. • Ability to address audience/purpose and present basic ideas/information. • Ability to demonstrate sensitivity to customer concerns/interests and make exceptional effort on behalf of customer.
Deal with disruptive behaviors and emergencies A-9	• Security and emergency personnel are contacted when appropriate in a timely manner and in accordance with library policies and procedures. • Disruptive behaviors are effectively, appropriately, and safely diffused. • Disruptive behaviors are handled in accordance with all applicable laws and regulations and institution policies and procedures. • Assigned roles and emergency procedures are followed when applicable.	• Knowledge of institution policies and procedures regarding disruptive behaviors and emergencies, the location of security personnel, and emergency personnel contact information. • Knowledge of applicable laws regarding detention, searches, expulsion, and banning. • Knowledge of and ability to perform assigned roles in emergencies and ability to maintain current status in first aid and CPR. • Knowledge of techniques in diffusing disruptive behavior and ability to handle disruptive behaviors in a safe manner.	• Ability to understand negotiation process and demonstrate composure. • Ability to demonstrate self-confidence, self-reliance and self-discipline. • Ability to set well-defined/realistic goals and aggressively pursue goal attainment. • Ability to recognize the value of diversity and encourage/support individuality. • Ability to make connections between old and new and develop and apply creative solutions to new situations.

Critical Work Function B: Provide Technical Services

(From the validation survey results)



Occupation Cluster: **Library Technician**
Critical Work Function B: **Provide Technical Services**

Key Activities	*Performance Indicators* How do we know when the task is performed well?	*Technical Knowledge* Skills, Abilities, Tools	*Employability Skills* Foundational Abilities
Order materials B-1	• Orders are completed accurately, within budget, and in a cost-effective and timely manner. • Effective customer service techniques are employed as needed. • Records are kept and tracked completely, accurately, and legibly. • Bibliographic records are accurately retrieved, downloaded, or created in the process of preparing the order. • Where applicable, purchase orders are completed accurately, and budget records including encumbrances are properly maintained. • Preorder searches are crosschecked to insure that materials and orders are not duplicated, and order is verified to insure accuracy of the request. • Where applicable, Library Technicians work effectively in teams.	• Knowledge of ordering procedures, vendors, and their pricing structure. • Knowledge of the circulation and acquisition system and basic cataloging rules. • Knowledge of verification sources such as *WLN*, *amazon.com*, Web publisher sites, vendor publisher sites, publishers' catalogs, and *BIP*. • Knowledge of policies and procedures regarding acquisition of library materials and purchase order procedures and budgets. • Knowledge of *MARC* and bibliographic records, the bibliographic structure, and the ability to match the item to be ordered to the bibliographic record. • Knowledge of intranet and Internet functions, email, and automated ordering systems.	• Ability to record information accurately and compose/edit correspondence/documents. • Ability to select, identify, analyze, and integrate multiple items of data. • Ability to accurately disburse and receive money and maintain balanced accounts. • Ability to understand computer operation, interpret data, integrate multiple platforms, and modify/edit information. • Ability to understand operation/interaction, manipulate technology for desired results, and analyze technology output. • Ability to demonstrate sensitivity to customer concerns/interests and make exceptional effort on behalf of customer.
Perform receiving B-2	• Packing slip is accurately reconciled to order form and actual contents of the shipment. • Materials received are checked for condition, and substandard materials are returned to vendor in a timely manner. • Where applicable, outsource processing is checked for accuracy. • Accurate records are kept and tracked regarding expenditures and disbursements. • Materials are dispersed to appropriate departments and/or personnel accurately and in a timely manner. • Appropriate personnel are informed of receipt of materials effectively and in a timely manner, and invoices are routed to the appropriate department and/or personnel in accordance with library procedures. • Where applicable, Library Technicians work effectively in teams.	• Ability to read and interpret packing slip and order form. • Knowledge of condition standards for materials and vendor return procedures. • Knowledge of outsource processing contract and ability to interpret agreements therein. • Knowledge of expenditure and disbursement record keeping requirements. • Knowledge of material routing requirements. • Knowledge of the roles of library departments and personnel. • Knowledge of invoicing procedures.	• Ability to select appropriate information and identify relevant details. • Ability to identify system discrepancies and troubleshoot system malfunction/failure. • Ability to identify, process, interpret, analyze, and transfer information between formats. • Ability to understand and appropriately refer complaint/discrepancy and recommend action plan. • Ability to work with minimal supervision, pay attention to details, and follow up on assigned tasks.

Occupation Cluster: ***Library Technician***
Critical Work Function B: ***Provide Technical Services***

Key Activities	*Performance Indicators* How do we know when the task is performed well?	*Technical Knowledge* Skills, Abilities, Tools	*Employability Skills* Foundational Abilities
Process materials B-3	• Appropriate labels are applied in the appropriate location per the type of material in accordance with library procedures. • Labeling, property stamp, and notations are neat and legible. • Hold and/or reserve list is accessed properly, and holds are routed to the appropriate location. • Materials are properly routed to the correct location. • Protective covers are applied correctly in accordance with library procedures. • Security devices are inserted in accordance with library procedures. • Where applicable, Library Technicians work effectively in teams.	• Knowledge of library procedures regarding processing standards. • Ability to access the reserve list. • Knowledge of the library's departmental and personnel roles and locations. • Knowledge of and ability to utilize library software. • Ability to apply labels and property stamps.	• Ability to understand computer operation, interpret data, integrate multiple platforms, and modify/edit information. • Ability to efficiently manage time, adjust schedule as required by supervisor, and prioritize daily tasks. • Ability to understand system principles/terminology and respond to system demand. • Ability to work with minimal supervision, pay attention to details, and follow up on assigned tasks. • Ability to select appropriate information, identify relevant details, follow set of instructions, and interpret and summarize information. • Ability to use a keyboard and a typewriter.
Catalog materials B-4	• The *MARC* record is accurately retrieved and imported into the local system. • Materials are cataloged in a timely manner. • *MARC* or other bibliographic records are accurately tagged and input into the local system to be reviewed by the cataloging librarian. • Where applicable, Library Technicians work effectively in teams.	• Knowledge of fields in the *MARC* or other bibliographic record formats. • Knowledge of and ability to utilize library software. • Ability to access and utilize bibliographic databases. • Knowledge of library terminology. • Knowledge of basic cataloging rules.	• Ability to record information accurately and compose/edit correspondence and documents. • Ability to understand computer operation, interpret data, integrate multiple platforms, and modify/edit information. • Ability to understand and interpret information and prepare basic summaries/ reports. • Ability to know available technology and analyze task/technology relationship. • Ability to draw upon, select, interpret, and apply knowledge and experience. • Ability to use a keyboard and operate a typewriter.

Occupation Cluster: ***Library Technician***
Critical Work Function B: ***Provide Technical Services***

Key Activities	*Performance Indicators* How do we know when the task is performed well?	*Technical Knowledge* Skills, Abilities, Tools	*Employability Skills* Foundational Abilities
Repair print materials B-5	• The appropriate techniques are used to repair various types of damage. • The proper tools, equipment, and materials are used correctly and safely. • Repairs are completed in a timely manner. • Materials beyond in-house repair are referred to appropriate personnel and/or departments. • Repairs are performed neatly and are durable. • Repair supplies are used efficiently and in a cost effective manner. • Materials requiring preservation techniques are identified and referred appropriately.	• Knowledge of repair techniques such as tipping in pages, double strip binding, laminating-hot and cold, gluing, and mending torn pages. • Understanding the proper and safe repair technique for each type of damage. • Knowledge of and ability to safely use repair equipment and tools such as laminator, *Unibind* machine, exacta knife, scissors, glue gun, comb binding machine, and *Velo bind* machine. • Knowledge of and ability to use repair materials such as glue, tapes, and *Kapco* covers. • Ability to discern what can and cannot be repaired and knowledge of preservation issues.	• Ability to acquire supplies and equipment and maintain inventory. • Ability to use imagination to visualize events/activities and interpret charts/graphs/symbols and pictures. • Ability to understand and appropriately refer complaint/discrepancy and recommend action plan. • Ability to apply/analyze logic/rule/principle and examine information/data for relevance and accuracy. • Ability to work with minimal supervision, pay attention to detail, and follow up on assigned tasks.
Repair and maintain nonprint materials B-6	• The appropriate techniques are used to repair various types of damage. • The proper tools, equipment, and materials are used correctly and safely. • Repairs are completed in a timely manner. • Materials beyond in-house repair are referred to appropriate personnel and/or departments. • Repairs are performed neatly and are durable. • Repair supplies are used efficiently and in a cost effective manner. • Materials requiring preservation techniques are identified and referred appropriately.	• Knowledge of repair techniques such as splicing tape and film, cleaning CD ROMs, and cleaning tapes and film strips. • Knowledge of the proper and safe repair techniques for each type of damage. • Knowledge of and ability to properly and safely use repair equipment and tools such as splicing machine and tape cleaners. • Knowledge of and ability to use repair materials such as splicing tape. • Ability to discern what can and cannot be repaired and knowledge of preservation issues.	• Ability to identify symptoms and troubleshoot failures. • Ability to work with minimal supervision, pay attention to detail, and follow up on assigned tasks. • Ability to acquire supplies and equipment and maintain inventory. • Ability to understand and appropriately refer complaint/discrepancy and recommend action plan. • Ability to use imagination to visualize events/activities and interpret charts/graphs/symbols and pictures.

Occupation Cluster: **Library Technician**

Critical Work Function B: **Provide Technical Services**

Key Activities	*Performance Indicators* How do we know when the task is performed well?	*Technical Knowledge* Skills, Abilities, Tools	*Employability Skills* Foundational Abilities
Maintain serials B-7	• Accurate records of subscriptions and renewals are maintained and updated. • Missing serials in all formats are checked in and processed and are accurately claimed in a timely manner and in accordance with library procedures. • Serials holdings lists are updated and distributed on a regular basis, route lists are maintained, and routing is tracked in a timely manner. • Where applicable, *MARC* records are downloaded into the local system, and issues are checked in on-line. • Electronic journals are processed and managed in accordance with library procedures. • Serials are rotated according to their frequency and retention schedule and sent to bindery where applicable, and serials storage containers are properly labeled, organized, stored, and rotated. • Where applicable, Library Technicians work effectively in teams.	• Knowledge of subscription and renewal procedures, record keeping requirements, and vendor software. • Knowledge of serial titles, types of serials, types of format, the variety of publishing frequencies, and the vendor procedures regarding claims, subscriptions, renewals, and billing. • Knowledge of library procedures regarding processing and retention of serials and electronic journals. • Knowledge of fields of the *MARC* or bibliographic record formats and basic cataloging rules. • Knowledge of serials storage container procedures. • Knowledge of library terminology and alphanumeric and chronological order.	• Ability to understand and appropriately refer complaint/discrepancy. • Ability to record information accurately and compose/edit correspondence/documents. • Ability to apply/analyze logic/rule/principle and examine information/data for relevance and accuracy. • Ability to understand computer operation, interpret data, integrate multiple platforms, and modify/edit information. • Ability to make connections between old and new and develop and apply creative solutions to new situations. • Ability to understand computer operations, library spreadsheets, and databases.

Occupation Cluster: ***Library Technician***

Critical Work Function B: ***Provide Technical Services***

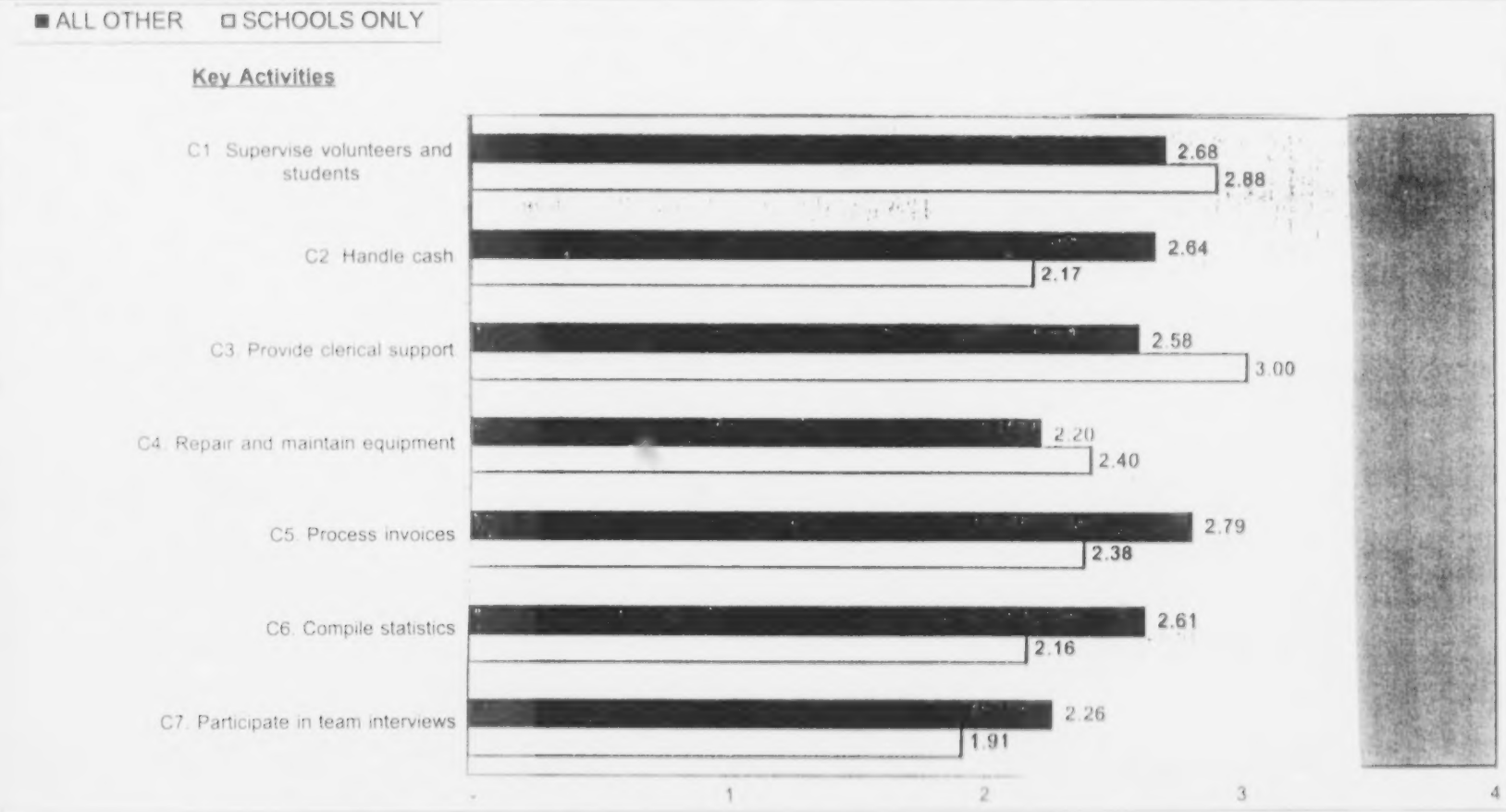
Key Activities	***Performance Indicators*** How do we know when the task is performed well?	***Technical Knowledge*** Skills, Abilities, Tools	***Employability Skills*** Foundational Abilities
Maintain government document collection B-8	• Government document retention rules are followed in depository libraries in accordance with all applicable laws, regulations, and library policies and procedures. • Government documents are checked in and processed in accordance with library procedures and government classification schemes. • Government documents are maintained according to the rules that apply to depository or nondepository library status.	• Knowledge of government document retention rules and laws. • Knowledge of the government classification scheme. • Knowledge of depository and nondepository status rules. • Knowledge of library procedures regarding processing of government documents. • Knowledge of library terminology.	• Ability to work with minimal supervision, pay attention to detail, and follow up on assigned task. • Ability to draw upon, select, interpret, and apply knowledge and experience. • Ability to understand system principles/terminology and respond to system demand. • Ability to understand computer operation, interpret data, integrate multiple platforms, and modify/edit information. • Ability to understand and interpret information and prepare basic summaries/reports.
Take inventory B-9	• Inventory is taken completely, accurately, and in a timely manner. • Catalog is updated accurately and in a timely manner. • Weeding is performed in accordance with library procedures and under supervision of a librarian. • Collection statistics are updated. • Discarding is performed in accordance with all applicable laws, regulations, and library policies and procedures. • Where applicable, Library Technicians work effectively in teams.	• Knowledge of and ability to safely operate portable barcode scanner system. • Ability to read the shelves and, in a nonautomated environment, compare contents to the shelf list and read and interpret a shelf list. • Knowledge of library procedures regarding weeding. • Knowledge of collection statistics procedures in a nonautomated environment. • Knowledge of laws, regulations, and policies regarding discarded materials.	• Ability to acquire supplies and equipment and maintain inventory. • Ability to efficiently manage time, adjust schedule as required by supervisor, and prioritize daily tasks. • Ability to work with minimal supervision, pay attention to detail, and follow up on assigned tasks. • Ability to understand computer operation, interpret data, integrate multiple platforms, and modify/edit information. • Ability to identify, process, interpret, analyze, and transfer information between formats.

Occupation Cluster: **Library Technician**
Critical Work Function B: **Provide Technical Services**

Key Activities	Performance Indicator How do we know when the task is performed well?	Technical Knowledge Skills, Abilities, Tools	Employability Skills Foundational Abilities
Maintain supplies **B-10**	• Supply inventories are accurately and regularly monitored. • Orders for new supplies are placed in a timely manner, within budget, and in accordance with library procedures. • Vendor relationship techniques are utilized when needed. • Supply storage area is organized efficiently and neatly. • Packing slips are accurately checked against orders and contents of shipment. • Invoices are routed to the appropriate department and/or personnel in accordance with library procedures. • Where applicable, Library Technicians work effectively in teams.	• Knowledge of ordering procedures for new supplies and of ordering software programs. • Knowledge of supplies used in a library setting. • Knowledge of the library's vendors and their pricing structure. • Knowledge of invoice routing procedures. • Knowledge of the structure of the library supply budget.	• Ability to accurately disburse and receive money and maintain balanced accounts. • Ability to acquire supplies and equipment and maintain inventory. • Ability to select, identify, analyze, and integrate multiple items of data. • Ability to recognize ethical issues and responsibly challenge unethical practices/decisions. • Ability to perform basic computations and interpret numerical data.
Preserve and/or archive materials **B-11**	• Materials are preserved and stored properly in accordance with the format of the material and library and/or archive procedures. • Where applicable, Library Technicians work effectively in teams.	• Knowledge of specialized preservation materials and techniques such as acid free paper and digitalization of original documents and photographs. • Knowledge of preservation issues such as environmental conditions of storage areas. • Knowledge of and ability to operate equipment such as scanners, computers, and CD-ROM burners. • Knowledge of library and/or archive procedures regarding preservation. • Knowledge of library terminology.	• Ability to acquire supplies and equipment and maintain inventory. • Ability to know available technology and analyze task/technology relationship. • Ability to gather information, analyze situation, and consider risks and multiple viewpoints. • Ability to understand and appropriately refer complaint/discrepancy. • Ability to work with minimal supervision, pay attention to details, and follow up on assigned tasks.

Critical Work Function C: Provide Administrative Support

(From the validation survey results)



Occupation Cluster: **Library Technician**

Critical Work Function C: **Provide Administrative Support**

Key Activities	*Performance Indicators* How do we know when the task is performed well?	*Technical Knowledge* Skills, Abilities, Tools	*Employability Skills* Foundational Abilities
Supervise volunteers and students C-1	• Volunteers and students are welcomed and provided orientation, regular positive reinforcement and, where applicable, evaluation. • Volunteers and students are provided training and accurate information regarding applicable library policies and procedures, library-wide behavior plans, and safety procedures. • Questions are answered promptly, accurately, and politely. • Customer service techniques are utilized when needed. • Records are accurately kept. • Information regarding volunteers and/or students is communicated to appropriate personnel effectively and in a timely manner. • Where applicable, Library Technicians work effectively in teams.	• Knowledge of orientation procedures and the facilities, resources, policies, procedures, and equipment of the library. • Knowledge of volunteer and student record keeping requirements and procedures. • Knowledge of behavior plans and safety procedures. • Knowledge of the library's personnel roles and communication procedures. • Knowledge of library terminology.	• Ability to complete tasks, demonstrate, and encourage, and support team members. • Ability to show understanding/empathy for others and work to identify and encourage cooperation/negotiation. • Ability to distribute work assignments and delegate responsibilities. • Ability to identify needed systemic improvements and suggest system modifications/improvements. • Ability to demonstrate commitment to excellence and interpret position on issues. • Ability to understand negotiation process and demonstrate composure. • Ability to address audience/purpose and present basic ideas/information.
Handle cash C-2	• Fines and fees are collected accurately. • Where applicable, cash registers are operated efficiently. • Change is made accurately. • Records are kept accurately, and reconciliations are performed in accordance with library policies and procedures. • Cash is delivered to appropriate department or personnel in accordance with library procedures. • Cash is handled in a secure manner.	• Knowledge of and ability to operate library cash register or cash drawer. • Knowledge of fines and fees policies and cash and security procedures. • Knowledge of record keeping requirements and procedures. • Knowledge of the library's personnel roles and locations.	• Ability to count money. • Ability to perform basic computations and interpret numerical data. • Ability to recognize ethical issues and responsibly challenge unethical practices/decisions. • Ability to accurately disburse and receive money and maintain balanced accounts. • Ability to demonstrate commitment to excellence and interpret position on issues. • Ability to make exceptional effort on behalf of customer.

Occupation Cluster: ***Library Technician***
Critical Work Function C: ***Provide Administrative Support***

Key Activities	*Performance Indicator* How do we know when the task is performed well?	*Technical Knowledge* Skills, Abilities, Tools	*Employability Skills* Foundational Abilities
Provide clerical support C-3	• Telephones are answered properly and promptly in accordance with library procedures. • Letters and memos are grammatically correct and accurately and neatly typed. • Filing is accurate and completed in a timely manner, and mail is properly sorted and distributed in a timely manner. • Mail is picked up and sent out correctly and in a timely manner. • Databases, spreadsheets, and lists are updated regularly, and Web page content is edited accurately and in a timely manner. • Photocopying is performed safely, accurately, and in a timely manner in accordance with copyright law. • Library public relations information is updated regularly according to library procedures.	• Knowledge of library mail procedures. • Knowledge of the appropriate language for the library collection or patrons. • Knowledge of copyright law as it applies to photocopying library materials.	• Ability to record information, summarize/paraphrase information, and compose/edit correspondence/documents. • Ability to understand computer operation, utilize networks, and modify/edit information. • Ability to understand system principles/terminology and respond to system demand. • Ability to apply/analyze logic/rule/principle and examine information/data for relevance and accuracy. • Ability to understand system principles/terminology and respond to system demand. • Ability to demonstrate sensitivity to customer concerns/interests and make exceptional effort on behalf of customer. • Ability to understand operation/interaction, manipulate technology for desired results, and analyze technology output.

Occupation Cluster: ***Library Technician***

Critical Work Function C: ***Provide Administrative Support***

Key Activities	*Performance Indicator* How do we know when the task is performed well?	*Technical Knowledge* Skills, Abilities, Tools	*Employability Skills* Foundational Abilities
Repair and maintain equipment C-4	• The appropriate techniques are used to repair various types of equipment. • The proper tools, equipment,and materials are used correctly and safely. • Repairs are completed in a timely manner. • Equipment beyond in-house repair is referred to appropriate personnel and/or departments. • Repair supplies are used efficiently and in a cost-effective manner. • Maintenance schedules are followed in accordance with manufacturer's specifications, warrantees, and repair contracts.	• Knowledge of the proper and safe repair technique for each type of damage and ability to handle library equipment safely. • Knowledge of and ability to use repair materials such as air cans, cleaners, and variety of cartridges. • Ability to discern what can and cannot be repaired and to follow maintenance schedules for library equipment. • Knowledge of library safety procedures.	• Ability to use imagination to visualize events/activities and interpret charts/graphs/symbols and pictures. • Ability to acquire supplies and equipment and maintain inventory. • Ability to identify symptoms and troubleshoot failures. • Ability to understand and appropriately refer complaint/discrepancy and recommend action plan. • Ability to make connections between old and new, and develop and apply creative solutions to new situations. • Ability to identify symptoms and troubleshoot failures. • Ability to understand system principles/terminology and respond to system demand.
Process invoices C-5	• Invoices are reconciled against credit card bills and budgets. • Invoices are reconciled with records and authorized for payment. • Deposit accounts are reconciled properly. • Invoices are processed in accordance with the procedures of the library.	• Knowledge of library invoices and ability to read and understand credit card bills and library budgets. • Knowledge of library deposit accounts and their reconciliation. • Knowledge of library procedures regarding processing invoices.	• Ability to recognize ethical issues and responsibly challenge unethical practices/decisions. • Ability to perform basic computations and interpret numerical data. • Ability to develop and apply creative solutions to new situations. • Ability to interpret, analyze, and transfer information between formats.

Occupation Cluster: ***Library Technician***

Critical Work Function C: ***Provide Administrative Support***

Key Activities	*Performance Indicator* How do we know when the task is performed well?	*Technical Knowledge* Skills, Abilities, Tools	*Employability Skills* Foundational Abilities
Compile statistics C-6	• Statistics are compiled and recorded accurately and in a timely manner. • Statistics are reported and distributed to appropriate personnel in accordance with library procedures. • Reports are generated in accordance with library procedures.	• Knowledge of library statistics, compiling procedures, and software. • Knowledge of library terminology. • Knowledge of library statistics distribution and report generating procedures. • Knowledge of basic library software, spreadsheets, and databases.	• Ability to identify system discrepancies and troubleshoot system malfunction/failure. • Ability to interpret, analyze, and transfer information between formats. • Ability to record results and summarize mathematical data. • Ability to select, identify, analyze, and integrate multiple items of data.
Participate in team interviews C-7	• Library Technician actively participates in the interview. • The proper questions are asked in an appropriate manner. • Interview is conducted in accordance with all applicable laws, regulations, and library policies and procedures. • Library Technicians work effectively in teams.	• Knowledge of the requirements for the position being interviewed. • Knowledge of library team interview procedures. • Knowledge of hiring/interviewing laws and regulations.	• Ability to address audience/purpose and present basic ideas/information. • Ability to listen attentively, respond to verbal/nonverbal communications and relate intent to desired results. • Ability to complete tasks, demonstrate encouragement and support of team members. • Ability to distribute work assignments and delegate responsibilities. • Ability to recognize the value of diversity and encourages/supports individuality. • Ability to understand/empathize with others and works to identify, encourage cooperation/negotiation. • Knowledge of interview techniques. • Knowledge of legal aspects of interviewing.

Scenarios

Scenarios are work-based processes that require a student or worker to use task-related skills. These scenarios establish the link between the Skill Standards and the realities of the workplace. For each real-life scenario, relevant functions and tasks involved in resolving the specific problem/situation are identified.

The following three scenarios are based on real worklife situations. Scenario #1 is a routine situation. Scenario #2 is a crisis situation. Scenario #3 represents a long-term problem. These scenarios provide a meaningful context to help the Library Technician master necessary work skills. In addition, using a work-related situation helps Library Technicians better understand both the process and the content of work.

Scenario 1

The Library Technician's workday at the Stanford branch of the Pleasantville Public Library begins about an hour before the library opens. It is the Library Technician's responsibility to prepare and open the library for service. The first step is to disarm the security system and turn on the building lights. The Technician then empties the book/video drop and newspaper delivery box. Library equipment is turned on and prepared for use. This equipment includes public and circulation desk computer workstations, printers, copy machines, microform reader/printers, and money-change machine. Cash for the library cash drawer and the change machine is retrieved from the safe and placed in the proper place. Circulation system reports such as overdue notices and hold/reserve lists are generated. If time allows, the Technician checks books and videos for damage and checks for unopened mail, looking for new serials or government documents. The Technician unlocks the doors at the published time of opening. A patron, who appears anxious and rushed for time, approaches the Technician requesting assistance on how to search information on the Internet. The Technician calmly assists the patron and continues a typical day of activities. Those activities include discharging books and videos from the book drop through circulation, shelving books, repairing damaged books or videos and attending to patrons' needs as requested, until the end of the day when the opening process is reversed for closing.

A. Perform Public Services
- A1. Shelve materials
- A3. Provide reference services
- A4. Circulate materials (print and nonprint)
- A5. Prepare overdue notices
- A6. Provide general information to patrons
- A7. Maintain patron information
- A8. Demonstrate use of equipment
- A9. Deal with disruptive behaviors and emergencies

B. Perform Technical Services
- B3. Process materials
- B5. Repair print materials
- B6. Repair and maintain nonprint materials
- B7. Maintain serials
- B8. Maintain government document collection

C. Provide Administrative Support
- C2. Handle cash
- C3. Provide clerical support
- C4. Repair and maintain equipment
- C6. Compile statistics

Scenario II

The Library Technician at the Hillsdale Elementary School library is assisting students and teachers at the circulation desk, when she and a parent volunteer notice smoke and small flames coming from the file server. The volunteer grabs the fire extinguisher and appears to have contained the fire. The Technician initiates the evacuation of the library and notifies the Librarian and the Principal's Office.

When staff and students are allowed to return to the library, the Technician, Librarian and Principal confer concerning the details of the fire and assessing any damages. An audio CD was stepped on and broken during the excitement of the fire. The Technician prints a record of its past circulation and updates the online catalog to reflect the change in inventory. The broken CD and its circulation profile are routed to the librarian for discard and replacement consideration. The Technician assumes the responsibility for completing and filing the school's safety incident report. The Librarian assumes the responsibility of contacting technical support for equipment repair or replacement. The Technician returns to the circulation desk and initiates the manual back-up process for circulation.

A. Perform Public Service
A4. Circulate materials (print and nonprint)
A6. Provide general information to patrons
A9. Deal with disruptive behaviors and emergencies

B. Provide Technical Services
B4. Catalog materials
B9. Take inventory

C. Provide Administrative Support
C1. Supervise volunteers and students
C4. Repair and maintain equipment

Scenario III

The Library Director at St. Agnes Hospital realized that more and more professional health journals were being published electronically. Interested in expanding service and maximizing budget dollars, the director convened a committee consisting of herself, a reference librarian, and the serials technician. The task of the committee was to investigate the ramifications of a change from paper to electronic format and prepare a report and recommendation for the hospital budget committee. The components of the investigation are to include availability of titles, usability of formats, costs (subscriptions, equipment and printing), licensing, contracts, distribution, copyright, and technical requirements. The committee meets weekly for the next three months, successfully completing their report in time for the annual budget review.

B. Provide Technical Services
B1. Order Materials
B2. Perform receiving
B7. Maintain serials

C. Provide Administrative Support
C6. Compile statistics

FOR MORE INFORMATION:

Highline Community College
PO Box 98000, MS25-1E
Des Moines, WA 98198-9800

Anthony Wilson
Phone: (206) 878-3710 ext.3259
Fax: (206) 824-7646
Email: twilson@hcc.ctc.edu

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